



COURTS ADMINISTRATION AUTHORITY

# Registry Online Manual

June 2015





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## 1 Introduction

Registry Online provides convenient, 24 x 7 access to a number of court services.

This manual provides the information required to interact with this online system.

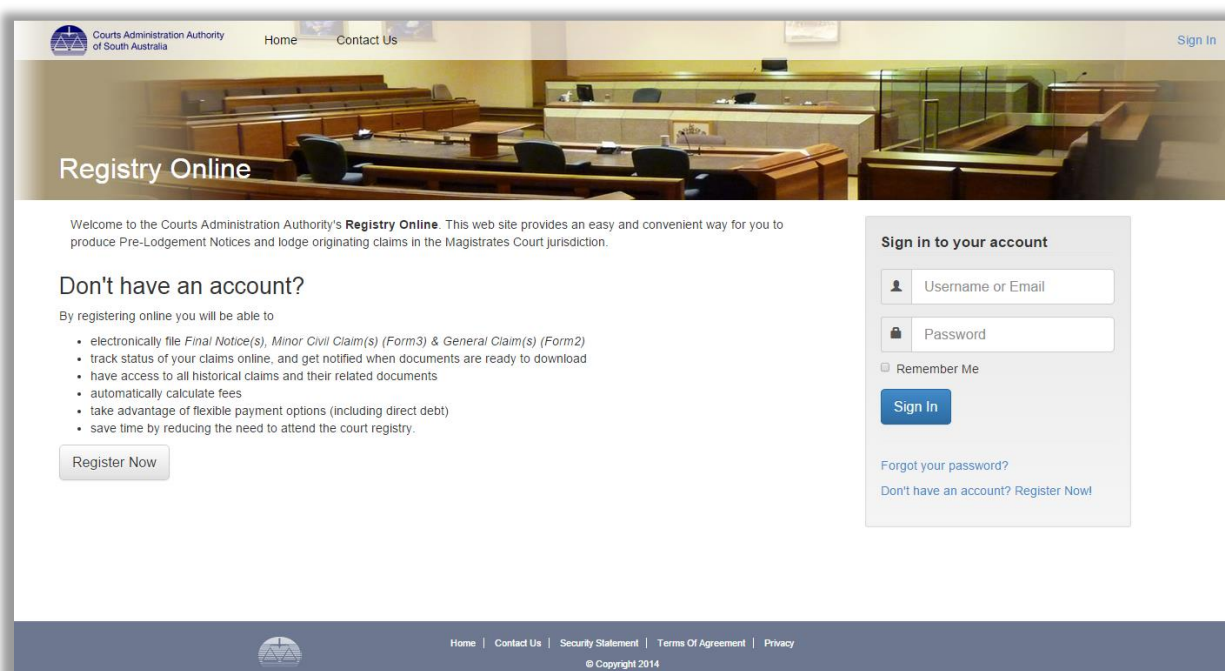
## 2 Registry Online overview

The South Australian Courts Registry Online system provides access to a number of online services, enabling 24 x 7, 365 days a year access to the Courts. The Courts are working on additional services which will be added overtime with the following services available now:

- Final Notice (intention to sue)
- Minor and General Civil Claims

Your single registered account will provide access to all online services, providing a new level of convenience.

Registry Online is available from <https://online.courts.sa.gov.au> and once accessed, will display the South Australian Courts Registry Online home page.



### 2.1 Navigation

As soon as you sign into the Registry Online system, you will immediately be taken to a Home page from which all other functions can be accessed.



### 2.1.1 Home Page

The home page provides quick access to each of the primary functions of the system and will be the starting place each time you sign into the system.

### 2.1.2 Menus

Registry Online provides a primary menu which shows options relevant to your current function, and a secondary menu (available in the header) which provides access to your Transactions Awaiting Payment, your Profile and Sign Out functionality.

Primary menu	Description
Home	Provides you with quick access to your available options. You can initiate a Final Notice (intention to sue), a Minor/General Civil Claim, Promote a Final notice to a General Claim and if authorised, Bulk Lodgement of Claims
Awaiting Payment	Shows all forms awaiting final payment before submission. Registry Online allows you to make a single payment for multiple actions.
Forms	<p>Provides access to a historical view of all forms you have prepared, a view of draft forms you have begun but not yet completed and a view of all completed forms.</p> <p>From the completed forms view, you can reprint receipts and the forms produced.</p>
My Profile	<p>Provides access to your personal profile including Contact Information, Direct Debit details (if applicable), Change Username and Change Password features.</p> <p>My Profile also allows you to create an organisational structure and delegates to manage all of your organisations actions in a central location.</p>

### 2.1.3 Breadcrumbs

Breadcrumb navigation appears on a number of screens. To access a previous page simply click on the page name in the breadcrumb, e.g. click **My Profile** to return to the Profile page.

[My Profile](#) / [Personal Information](#)

## 2.2 Registry Online Conventions

The Registry Online system follows a number of simple conventions to ensure consistency and ease of use across the system.

### 2.2.1 Required Fields

When a field requires data to be supplied, the field label is marked with a red asterisk (\*). If you attempt to submit a form without the required fields being populated, you will immediately see an error message.



The following is an example of a required field and the associated error message when no data is supplied.

Address Line 1 \*

Address Line 1 is required.

### 2.2.2 Workflows

When a particular action is to be completed over a number of pages, a Workflow is shown at the top of the page to visually guide you through the steps.



The workflow shows the current step by highlighting the step number. As you progress through the workflow, you can click on a previous step to jump back to that page.

### 2.2.3 Sorting, Searching and Paging

Registry Online displays most information in a table view, these tables share consistent sorting, searching and paging functions. The following examples show the Forms In Progress view.

**Forms In Progress**  
All Claims and Final Notices which are available to be modified.

Search:  10 records per page

Amount	Document Type	Participants	Status	Created	
\$5,000.00	Final Notice	Sender(s) : Brett Sample Recipient(s) : John Jones	Draft	07/05/2015	

Showing 1 to 1 of 1 entries

← Previous 1 Next →

**Search** – You can search for specific records by typing a name or number in the search field. As you type, the results will automatically update to show only those records that match your search criteria. To return to the full list, remove the text in the Search input box.

Search:

**Sorting** – To sort the view, simply click on the heading you wish to sort by, the first click will sort the details alphabetically, clicking again will sort details in reverse alphabetical order.

**Paging** – By default the list will show 10 records per page, you can change the number of records displayed by selecting a different number from the records per page drop down.

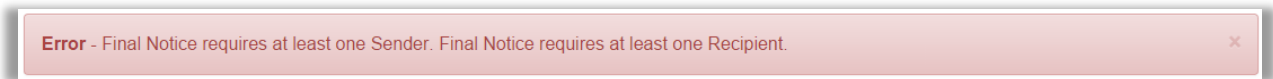
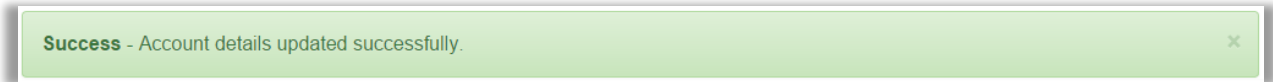
10 records per page

You can also use the page numbers, or the **Previous** / **Next** links to access a specific page of results.



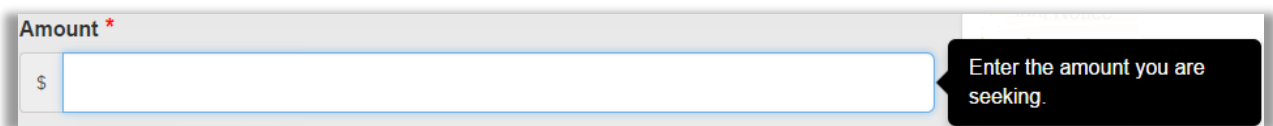
#### 2.2.4 System Messages

Registry Online provides a number of system messages at the top of the screen to either confirm the successful completion of a task or to show error messages. An example of both a Success and Error message are displayed below.



#### 2.2.5 Tooltips

Each data entry field includes a helpful tooltip to provide additional guidance on the type of data required. The following shows the tooltip for the **Amount** field.



#### 2.2.6 Responsive Design

Registry Online has been built to work with a number of web browsers and on a variety of devices. If the device you are using has a small screen, each page on the site will respond by limiting the information displayed and hiding some menus. This allows you to see just the information most relevant to your current task.



### 3 Account Registration

Before using Registry Online, all users must first create an account. This single Registry Online account will provide access to all available online services.

When registering your account, you can register as:

- A solicitor or barrister on records with Courts SA – have a valid Practitioner Code
- An individual representing yourself or a delegate of an organisation

#### 3.1 Create an Account – Solicitor or Barrister

To begin the account creation process, click on **Register Now** on the home page.

#### Don't have an account?

By registering online you will be able to

- electronically file *Final Notice*, *Minor Civil Claim (Form3)* & *General Claim (Form2)*
- track status of your claims online, and get notified when documents are ready to download
- have access to all historical claims and their related documents
- automatically calculate fees
- take advantage of flexible payment options (including direct debt)
- save time by reducing the need to attend the court registry.

Register Now

You will be taken to the Registration screen where you will enter your details.

- Select **I am a solicitor or barrister on record with Courts SA**. You will see the input fields update to include your PCode (Practitioners Code).

#### Sign Up For A New Account

Which of these best describes you? \*

- ☒ I am a solicitor or barrister on record with Courts SA.

This option is for **Legal Practitioners** already dealing with courts and have a **PCode**.

- ☐ Representing yourself or a delegate of an organisation.

Enter Your PCode...

Email Address...

Password...

Confirm Password...

By clicking "Register" I agree that:

- I have read and accepted the [Terms Of Agreement](#) and [Privacy Policy](#)

Register

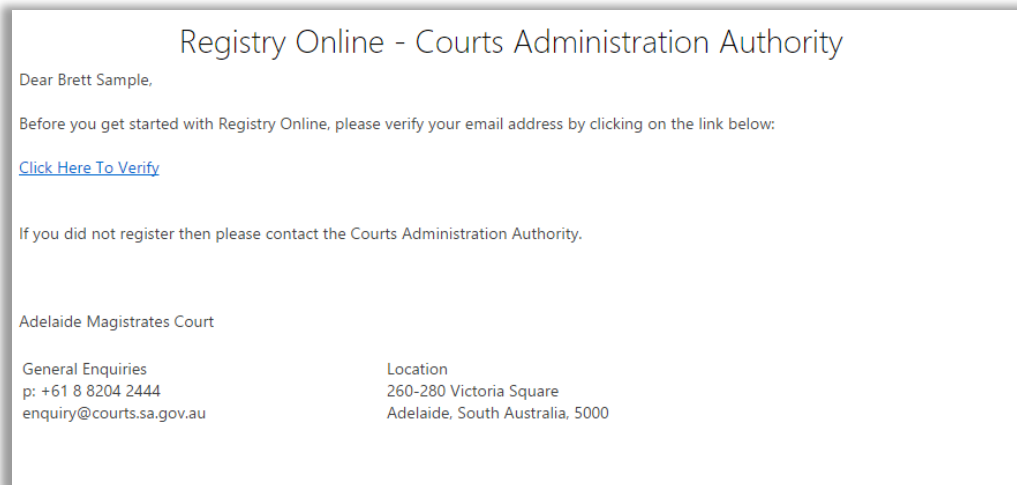




- Type in your Practitioner Code and press the Tab key or click into another field. The system will automatically check the Code entered and if found, prepopulate the **Email Address** field with your recorded email.
- Enter your desired password in both the **Password** and **Confirm Password** fields. Passwords must be at least 8 characters long and contain at least one special character.
- Review the Terms of Agreement and Privacy Policy then click **Register**

Upon successful registration, you will be taken to the **Account Created** page. Before the account can be used you must validate your access to the email address and activate your account.

An email is automatically sent to the Email Address used during the registration process with the subject **Registry Online Verification Email**.



To activate your account, you must click on the **Click Here to Verify** link. This will open Registry Online and report that the Email has been verified and you can now Sign In.

### 3.2 Create an Account – Representing yourself or a delegate of an organisation

This registration role can be used if:

1. You are an individual who wishes to initiate their own Final Notices and claims without engaging a lawyer.
2. You are working as a delegate or an organisation and do not have a Practitioner Code – Organisations and Delegates are detailed in section 7 – Organisations and Delegates.

To begin the account creation process, click the **Register Now** button on the home page.





## Don't have an account?

By registering online you will be able to

- electronically file *Final Notice*, *Minor Civil Claim (Form3)* & *General Claim (Form2)*
- track status of your claims online, and get notified when documents are ready to download
- have access to all historical claims and their related documents
- automatically calculate fees
- take advantage of flexible payment options (including direct debt)
- save time by reducing the need to attend the court registry.

Register Now

You will be taken to the Registration screen where you will enter your details.

- Select **Representing yourself or a delegate of an organisation**. You will see the input fields update to include your First and Last name.

## Sign Up For A New Account

Which of these best describes you? \*

☐ I am a solicitor or barrister on record with Courts SA.

This option is for **Legal Practitioners** already dealing with courts and have a **PCode**.

☒ Representing yourself or a delegate of an organisation.

Title ▼

First Name...

Last Name...

Email Address...

Password...

Confirm Password...

By clicking "Register" I agree that:

- I have read and accepted the [Terms Of Agreement](#) and [Privacy Policy](#)

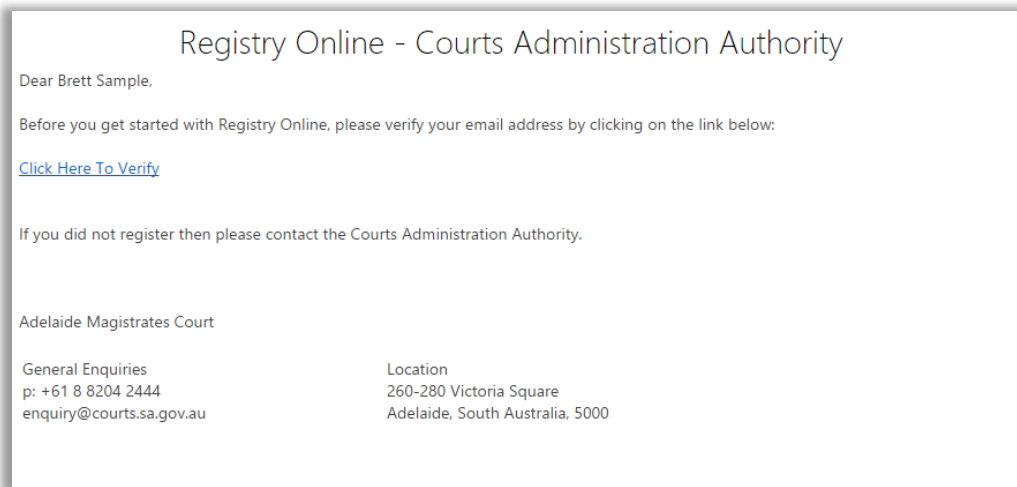
Register

- Select your Title from the drop down (optional)
- Type in your First and Last name
- Enter your email address – this will be used to verify your account and send you copies of receipts and forms
- Enter your desired password in both the **Password** and **Confirm Password** fields. Passwords must be at least 8 characters long and contain at least one special character.
- Review the Terms of Agreement and Privacy Policy then click **Register**

Upon successful registration, you will be taken to the **Account Created** page. Before the account can be used you must validate your access to the email address and activate your account.



An email is automatically sent to the Email Address used during the registration process with the subject **Registry Online Verification Email**.



To activate your account, you must click on the **Click Here to Verify** link. This will open Registry Online and report that the Email has been verified and you can now Sign In.

### 3.3 Signing In

From the Registry Online home page, you can immediately Sign In using the **Sign in to your account** pane on the right hand side, or you can click on **Sign In** in the header to view a dedicated Sign In page.

When signing in, you must provide your registered email address and your password.

If selected, the **Remember Me** checkbox will remember your email address for the next time you return to Registry Online.

From this pane, you can reset a forgotten password by clicking the **Forgot your password?** Link, and you can also access the Registration page through the **Don't have an account? Register Now!** Link.

### 3.4 Signing Out

Once you are logged into the system, it is good practice to Sign Out once your session is complete. To Sign out of the system, click on your user name in the top right hand corner, which will open a small drop down menu. From the drop down menu, select **Sign Out**.

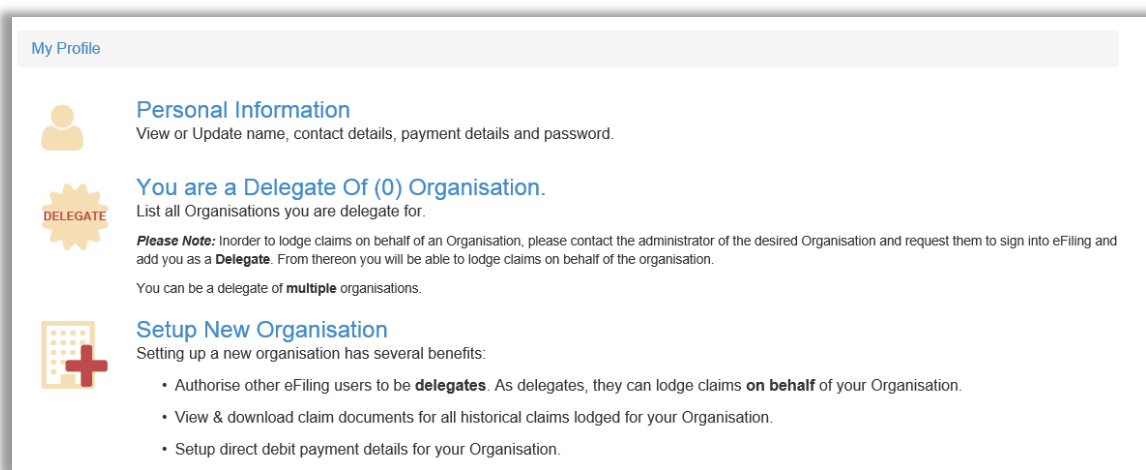




### 3.5 My Profile

The **My Profile** section allows you to manage your account information including your personal details, password, direct debit information and provides access to manage organisations you are associated with.

The **My Profile** section is available from the left hand navigation menu and is also available under your name in the header. From the **My Profile** page, you will be able to view and edit your personal information, list any organisations for which you are a delegate and setup a new organisation as required.



#### 3.5.1 Personal Information

The **Personal Information** section allows you to manage your account settings, from this screen you can:

- Edit Account Details – provide personal information which is used on a number of screens to assist and speed up data entry
- Direct Debit – Request direct debit be setup for your account and view this information once established
- Manage Password – Change your password
- Manage Username – Change your username, used if your email address needs to change

#### Edit Account Details

When you click on the **Edit Account Details** link, a new window will appear and you are able to update your contact information. This contact information can be used when creating Final Notices and Claims where you are the Sender or Plaintiff.



## Direct Debit

If you are a regular user of the site, you can apply to pay fees via Direct Debit instead of via Credit Card. To setup your Direct Debit details, you must first download and complete the **Direct Debit Request** form. Within the Direct Debit pane, click on **Click Here** to access the form.

**Direct Debit**

Currently there are no direct debit details for you. [Click here](#) to download form and once completed return to **The Court Administrator, eLodgement, PO BOX 6115, Halifax Street, Adelaide, SA 5000 or DX 668.**

Once a direct debit has been setup, the bank details will display here.

## Manage Password

The **Manage Password** link allows you to change your password at any time. It is good practice to change your password every few months but Registry Online does not force you to change your password. Remember to always create a strong password.

**Change Password**

**CurrentPassword \***

**New Password \***

**Confirm New Password \***

To change your password, you must first supply your current password, then a new password which complies with the password rules.

## Manage Username

The **Manage Username** link allows you to change your username (email address) at any time. You will need to use this feature if your email address has changed as all correspondence (Claims, receipts, etc.) are automatically emailed to your registered email address.

Before changing your username, please ensure you have access to the new email address as you will need to verify the new email address before you Sign In using the new username.



Edit Username/Email

If you change your account name which is also your email address, you will have to verify your email. Only after verification you will be able to access your account again. You will be automatically **signed out** and will have to sign in again after verifying your new email.

If you are unsure please contact Courts Administration Authority before proceeding.

Current Password \*

New Email \*

Confirm New Email \*

Close

Save

Once you click **Save**, you will initially be logged out of the site and two (2) emails will be sent:

*To your old email address*

An email titled **Change UserName Notification** will be sent to your old email address notifying you of the change. This email is sent to you to ensure you requested the change. If you receive this email but did not request a Username change, you should contact the Courts Call Centre immediately.

Registry Online - Courts Administration Authority

Dear Brett Sample,

We have received an request to change your username from RegistryOnlineTest1@outlook.com to RegistryOnlineTest2@outlook.com. The same has been completed now.

In case you have forgotten your password reset click below to reset your password. [Click Here To Reset Your Password](#)

If you did not request your username to be changed please contact the Courts Administration Authority immediately.

Adelaide Magistrates Court

General Enquiries  
p: +61 8 8204 2444  
enquiry@courts.sa.gov.au

Location  
260-280 Victoria Square  
Adelaide, South Australia, 5000

*To your new email address*

An email titled **Change UserName Notification** will be sent to your new email address notifying you of the change. If you receive this email but did not request a username change, you should contact the Courts Call Centre immediately.



## Registry Online - Courts Administration Authority

Dear Brett Sample,

We have received an request to change your username from RegistryOnlineTest1@outlook.com to RegistryOnlineTest2@outlook.com. The same has been completed now.

In case you have forgotten your password reset click below to reset your password. [Click Here To Reset Your Password](#)

If you did not request your username to be changed please contact the Courts Administration Authority immediately.

Adelaide Magistrates Court

General Enquiries  
p: +61 8 8204 2444  
enquiry@courts.sa.gov.au

Location  
260-280 Victoria Square  
Adelaide, South Australia, 5000

Your new email address will also receive a **Verification Email** similar to the email you received when you first registered. In this email, you will need to click on the **Click Here To Verify** link to confirm your new email address.

If you do not click on this link you will not be able to access Registry Online using your new email address.

## Registry Online - Courts Administration Authority

Dear Brett Sample,

Before you get started with Registry Online, please verify your email address by clicking on the link below:

[Click Here To Verify](#)

If you did not register then please contact the Courts Administration Authority.

Adelaide Magistrates Court

General Enquiries  
p: +61 8 8204 2444  
enquiry@courts.sa.gov.au

Location  
260-280 Victoria Square  
Adelaide, South Australia, 5000



## 4 Final Notice

A Final Notice provides notice to another party of your intention to sue. This notice gives the other party 21 days in which to try and resolve the matter or seek mediation. If you do not provide notice of your intention to sue, the filing fee will not be recoverable even if you are successful in your civil action.

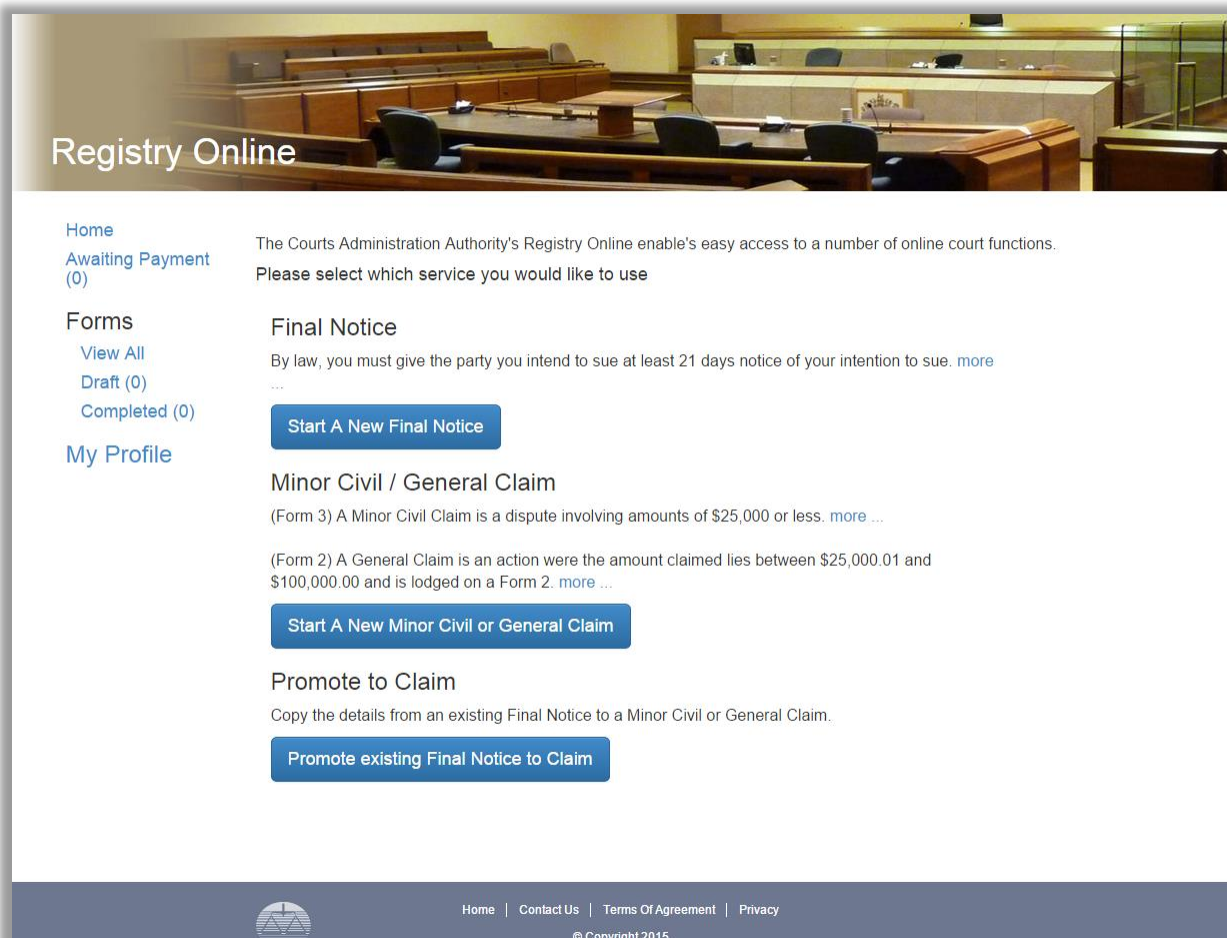
### 4.1 Initiate a Final Notice

To initiate a Final Notice, you will begin with a simple three (3) step workflow:

1. Detail the Amount and reason
2. Identify the Sender(s) and Recipient(s)
3. Review the Final Notice

Once reviewed you can complete the submission and pay for a single Final Notice, or you can initiate other actions and pay for them in a bundle.

Before you can initiate a Final Notice, you must be a registered user of the system and be Signed In. Once signed in, you will see a list of actions you can perform.



To create a Final Notice, click the **Start a New Final Notice** button.





## 4.2 The Amount Page

To complete the **Amount** page:

1. Enter the dollar amount you are seeking in the **Amount** field.
2. Enter text detailing why you are seeking this amount in the **Reason for Final Notice** field.
3. Click **Next**

If you click **Save**, the data you have entered will be saved as a draft which you will be able to come back to at a later time and complete the process.



### 4.3 The Manage Participants Page

The **Manage Participants** screen allows you to identify all of the Senders and Recipients related to this Final Notice.

**Success** - Amount information saved successfully.

1 Amount      2 Manage Participants      3 Summary

A Final Notice must have at least 1 Sender and 1 Recipient.  
Once a participant has been added, you can edit their details by clicking on their name, or you can remove a participant by clicking the Delete icon.

Sender (s)


Recipient (s)

**Final Notice Summary**

Amount
\$5,000.00
Senders(0)
Recipients(0)
Fees
\$14.00

When accessing this page a success message is displayed informing you the Amount information was saved successfully. You can also see in the **Final Notice Summary** section the amount entered during the **Amount** step is displayed. This summary section will continue to update as you provide additional information to provide an overview of the claim.

All Final Notice's must have at least one (1) Sender and at least (1) Recipient.

As you create Senders and Recipients, their name and contact information will appear on the Manage Participants screen, you can then click on the name to edit the information or click the delete icon to  remove the participant.

**Sender (s)**

Brett Sample  
12 North Tce, ADELAIDE SA 5000 AUSTRALIA 

**Recipient (s)**

John Jones  
100 North Tce, ADELAIDE SA 5000 AUSTRALIA 

Once you have finalised your Sender and Recipient information, click **Next** to move onto the **Summary** workflow task.



### 4.3.1 Senders and Recipients

A Final Notice must include at least one (1) Sender and one (1) Recipient. The information you can record against senders and recipients are the same.

#### 4.3.1.1 Add a Sender

To add a sender, click the **Add Sender** button.

The **Select which type of Sender you would like to create** window will appear.

**Name:** if you are the sender of this Final Notice select your name. Details will be retrieved from your profile to reduce the amount of data you need to provide

**Individual:** if you are preparing on behalf of someone else.

**Organisation:** if you are preparing on behalf of a registered company.

**Regular party:** if you are preparing on behalf of a sender who is registered as a Regular Party.

After you have selected the type of Sender, click the **Create** button.

The Sender's details page will appear. All required fields need to be completed before the Senders record can be saved.

Select which type of Sender you would like to create.

☐ Brett Sample  
☐ Individual  
☐ Organisation  
    ☐ New  
    ☐ Regular Party

**Create** **Cancel**

**Sender**

**Name Details**

Title

First Name \*

Last Name \*

Related Party (eg. Trading As)  **Add**

**Address Details**

Address Line 1 \*

Address Line 2

Address Line 3

Suburb \*

State \*

Postcode \*

**Contact Details**

Phone Number

Fax Number

Mobile Number

DX Number

URL

Email Address

**Aliases**  **Add**

**Final Notice Summary**

Amount  
\$5,000.00  
Senders(0)  
Recipients(0)  
Fees  
\$14.00

**Save** **Cancel**



#### 4.3.1.2 Name Details

The fields displayed in the **Name Details** pane will depend on the type of sender chosen.

If you selected your name or **Individual** from the Sender type window, you will need to provide both a First and Last name, and can also include a title.

The 'Name Details' form for an individual sender includes the following fields:



- Title**: A dropdown menu.
- First Name \***: A text input field containing the text 'Brett'.
- Last Name \***: A text input field containing the text 'Sample'.

If you selected **Organisation** you will need to provide the name of the organisation.



The 'Name Details' form for an organisation sender includes the following field:

- Organisation \***: A text input field.

#### 4.3.1.3 Related Party Details

Participants to a Final Notice may also have a related party (one only). Once a Related party has been added, you can Edit the details by clicking the edit  icon, or remove the related party by clicking the  delete icon.

The 'Related Party (eg. Trading As)' form shows a single entry:

- Trading As - Galaxy Inc**: A text entry with an edit icon  and a delete icon .

Examples of related parties are:

- Trading As
- Guardian
- Licencee

When adding a related party you must enter either a First and Last Name or an Organisation name. If known, you can also use the Related Parties Party ID.

The 'Add Related Party' form includes the following fields:

- Regular Party Id (optional)**: A text input field with a placeholder: 'If you know the Plaintiff's 'Regular Party Id' with Courts Administration Authority, please enter it here.'
- Relation \***: A dropdown menu with 'Trading As' selected.
- Organisation**: A text input field containing 'Galaxy Inc.'
- Buttons**: 'Close' and 'Save' buttons at the bottom right.



#### 4.3.1.4 Address Details

The **Address Details** pane is used to record the address of the Sender.

**Address Line 1** and the **Suburb** field are both required.

As you begin typing in the **Suburb** field, an auto-complete box will appear with valid Suburbs that match the data you have provided.

When you select a **Suburb** from the auto-complete box, the **State** and **Postcode** information will be automatically entered for you.

Address Details

Address Line 1 \*

Address Line 2

Address Line 3

Suburb \*

State \*

Postcode \*

#### 4.3.1.5 Contact Details

The **Contact Details** pane can be used to record additional contact information for both Senders and Recipients. This additional information will be printed on Notices generated by registry Online.

Contact Details

Phone Number

Fax Number

Mobile Number

DX Number

URL

Email Address

#### 4.3.1.6 Aliases

If the sender has a known alias this information can also be recorded and will appear on the Final Notice prepared.

To add an Alias, click the **Add** link which will show an **Add Alias** window. Enter both a First and Last Name and click the **Save** button.

Aliases

Add

John Sample

Delete icon

An Alias can be removed by clicking the  delete icon and confirming the deletion.

#### 4.3.1.7 Add a Recipient

To add a recipient, click the **Add Recipient** button.

The **Select which type of Recipient you would like to create** window will appear.



**Individual:** if you intend to sue an individual.

**Organisation:** if you intend to sue an organisation.

After you have selected the type of Recipient, click the **Create** button.

Select which type of Recipient you would like to create.

☒ Individual  
☐ Organisation

Create Cancel

The Recipient details page will appear. All required fields need to be completed before the Recipients record can be saved. The Recipients page looks and functions the same as the Sender page which was described above.

#### 4.4 The Summary Page

The **Summary** page provides an overview of the Final Notice and allows you to review the details of the Final Notice before finalisation and payment. The summary screen shows the Amount, the Sender(s), the Recipient(s) and the Reason.

1 Amount 2 Manage Participants 3 Summary

Please confirm the Final Notice details below.  
If you need to modify any data, please use the work flow steps above to jump back to the appropriate page.  
Once you are satisfied the details are correct, you can either finalise and pay for this Notice using the **Finalise and proceed to Pay** button or if you have another action to perform before payment, click on **Finalise and Continue**.

Summary Information : 1

**Claim Details**  
Amount \$5,000.00

**Sender(s)**  
Sample Inc  
1 Sample St, ADELAIDE SA 5000 AUSTRALIA

**Recipient(s)**  
Jane Jones  
12 North Tce, ADELAIDE SA 5000 AUSTRALIA

**Reason for Claim**  
Example Final Notice Reason. The Recipient has failed to pay for surveyor work conduct at Lot 112121, Paradise during May 2015.

Finalise and proceed to Payment Finalise and continue

To correct any errors click on the **Amount** or **Manage Participants** step in the workflow and change the details as required.

**Finalise and proceed to Payment** – Finalise and pay for this Final Notice now, this will take you to the **Payments View** page to complete the payment.

**Finalise and Continue** – Finalise this Final Notice but perform other actions within Registry Online before paying for them as a bundle.

The Payment process is detailed in *Section 6 – Payment*.

**Note:** The Final Notice will not be generated until payment has been made.



Once the Final Notice has been paid, you will receive two (2) emails, the first will contain a copy of the receipt of the payment, the second will be the Final Notice itself. You will need to print and serve the Final Notice of the recipient(s).

You can always come back and retrieve a copy of the Receipt or Final Notice if you misplace the emailed version, see section 4.6 View Complete Final Notices for more detail.

#### 4.5 Viewing Draft Final Notices

Any Final Notice you create begins as a Draft until you have completed all of the details and performed a payment. You will be able to view all Draft notices by clicking on **Drafts** in the left hand navigation. The **Draft Forms View** appears and you can see all draft documents, both Final Notices and Claims that are in progress.

The screenshot shows a web interface titled "Forms In Progress" with a subtitle "All Claims and Final Notices which are available to be modified." Below the title is a search bar and a dropdown menu set to "10 records per page". A table displays the following data:

Amount	Document Type	Participants	Status	Created	
\$5,000.00	Final Notice	<b>Sender(s) :</b> Brett Sample <b>Recipient(s) :</b> John Jones	Draft	07/05/2015	

Below the table, it says "Showing 1 to 1 of 1 entries" and there are navigation buttons: "← Previous", "1", and "Next →".

From this window you can view a summary of all forms, edit or delete a draft form, as well as sort or search the drafts listed.

**Edit** – If you click on the Edit icon you will be taken to step 1 of the workflow for a Final Notice. You can then work your way through the form using the same workflow as when creating a new Final Notice.

**Delete** – If you click the Delete icon you will be asked for confirmation to delete the draft Final Notice. If you click **Ok** this draft final notice will be deleted from the system.

#### 4.6 View Completed Final Notices

Once a Final Notice has been paid and you have received your Receipt and Final Notice in your email, you can view it as a completed notice. Clicking on **Completed** in the left hand navigation will display the **Forms History View**.





## Forms History

All final notices and claims completed by you or any organisation you are a delegate for. Below you can download corresponding documents at anytime.


Search:  10 records per page

Claim No	Amount	Document Type	Participants	Fees	Created	CreatedBy	
1	\$5,000.00	Final Notice	Sender(s) : Sample Inc Recipient(s) : Jane Jones	\$14.00	08/05/2015	Sample, Brett	 

Showing 1 to 1 of 1 entries

← Previous 1 Next →

From this view you can download a copy of both the Receipt and the Final Notice or Claim generated.

Both are available as a PDF, the first  download icon allows you to download the Final Notice or Claim and the second allows you to download the Receipt associated with this form.



## 5 Civil Claims

Civil claims can be made over a number of matters and are typically made for a sum of money owed, or for claims of damage.

Details about the types of Civil Claims that can be made and the process are available on the Courts website at <http://www.courts.sa.gov.au/RepresentYourself/CivilClaims/>

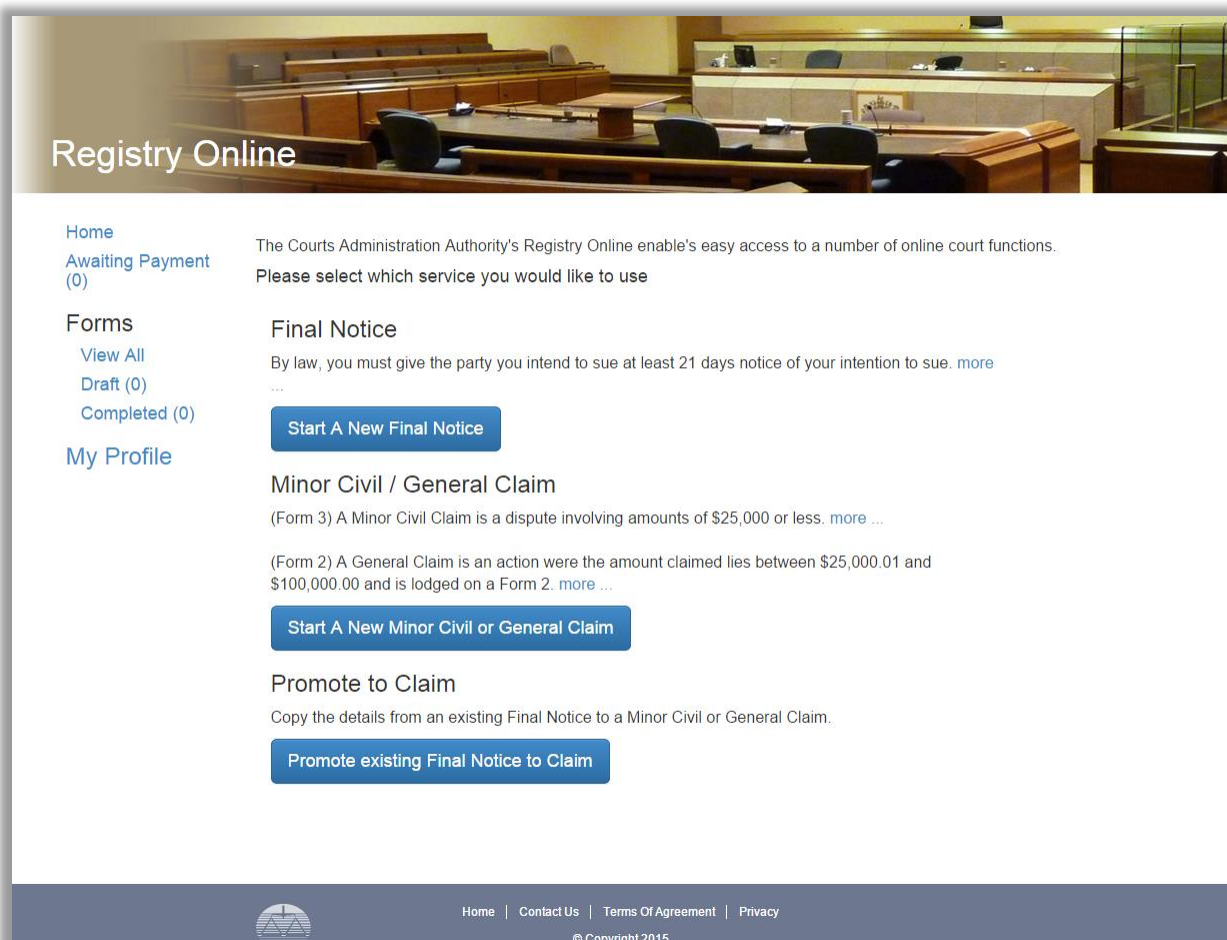
### 5.1 Initiate a Claim

To initiate a Claim, you will begin with a simple four (4) step workflow:

1. Detail the Amount and reason
2. Identify the Plaintiff(s) and Defendant(s)
3. Specify any other fees
4. Review the Claim

Once reviewed you can complete the submission and pay for a single Claim, or you can initiate other actions and pay for them in a bundle.

Before you can initiate a Claim, you must be a registered user of the system and be Signed In. Once signed in, you will see a list of actions you can perform.





To create a Claim, click the **Start a New Minor Civil or General Claim** button.

## 5.2 The Amount Page

1 Amount 2 Manage Participants 3 Fees 4 Summary

To begin your Claim, please detail the type of claim, the amount you are claiming and the reason for this claim.  
\* - required field

Type of Claim \*

Claim Amount \*

\$

Reason for Claim \*

Save Next

Claim Summary

Claim  
Amount  
Type  
Plaintiffs(0)  
Defendants(0)  
Fees  
Lodgement

To complete the **Amount** page:

1. Select the type from the **Type of Claim** drop down
2. Enter the dollar amount you are seeking in the **Amount** field. The type of claim impacts the maximum claim amount, details of the types and maximums is available from the Courts website.
3. Enter text detailing why you are seeking this amount in the **Reason for Claim** field.
4. Click **Next**

If you click **Save**, the data you have entered will be saved as a draft which you will be able to come back to at a later time and complete the process.



### 5.3 The Manage Participants Page

The **Manage Participants** screen allows you to identify all of the Plaintiffs and Defendants related to this Claim.

**Success** - Amount information saved successfully.

1 Amount 2 **Manage Participants** 3 Fees 4 Summary

A Claim must have at least 1 Plaintiff and 1 Defendant.  
Once a participant has been added, you can edit their details by clicking on their name, or you can remove a participant by clicking the Delete icon.  
**Note:** If you created this claim based on a Final Notice, you will need to edit the Defendants information and add a Delivery method.

Add Plaintiff Add Defendant

Plaintiff (s)

Defendant (s)


Next

**Claim Summary**

Claim
Amount \$25,000.00
Type Debt
Plaintiffs(0)
Defendants(0)
Fees
Lodgement \$131.00


When accessing this page a success message is displayed informing you the Amount information was saved successfully. You can also see in the **Claim Summary** section the claim type and amount entered during the **Amount** step is displayed. This summary section will continue to update as you provide additional information to provide an overview of the claim.

All Claims must have at least one (1) Plaintiff and at least (1) Defendant.


As you create Plaintiff's and Defendant's, their name and contact information will appear on the Manage Participants screen, you can then click on the name to edit the information or click the delete  icon to remove the participant.

Add Plaintiff Add Defendant

Plaintiff (s)

Brett Sample  
12 North Tce, ADELAIDE SA 5000 AUSTRALIA 

Defendant (s)

John Jones  
10 First Ave, ADELAIDE SA 5000 AUSTRALIA 

Once you have finalised your Sender and Recipient information, click **Next** to move onto the **Summary** workflow task.



### 5.3.1 Plaintiffs and Defendants

A Claim must include at least one (1) Plaintiff and one (1) Defendant. The information you can record against Plaintiffs and Defendants is generally the same however you will need to record a **Delivery Method** for each Defendant.

#### 5.3.1.1 Add a Plaintiff

To add a Plaintiff, click the **Add Plaintiff** button.

The **Select which type of Plaintiff you would like to create** window will appear.

**Name:** if you are the Plaintiff of this Claim select your name. Details will be retrieved from your profile to reduce the amount of data you need to provide

**Individual:** if you are preparing on behalf of someone else.

**Organisation:** if you are preparing on behalf of a registered company.

**Regular party:** if you are preparing on behalf of an organisation registered as a Regular Party.

After you have selected the type of Plaintiff, click the **Create** button.

The Plaintiff details page will appear. All required fields need to be completed before the Plaintiffs record can be saved.

Select which type of Plaintiff you would like to create.

- ☐ Brett Sample
- ☐ Individual
- ☐ Organisation
- ☒ New
- ☐ Regular Party

Create Cancel



**Plaintiff**

Name Details	Contact Details	Claim Summary
<p><b>Title</b></p> <input type="text"/>	<p><b>Phone Number</b></p> <input type="text"/>	<p><b>Claim</b></p> <p>Amount \$25,000.00</p> <p>Type Debt</p> <p>Plaintiffs(0)</p> <p>Defendants(0)</p> <p>Fees</p> <p>Lodgement \$131.00</p>
<p><b>First Name *</b></p> <input type="text"/>	<p><b>Fax Number</b></p> <input type="text"/>	
<p><b>Last Name *</b></p> <input type="text"/>	<p><b>Mobile Number</b></p> <input type="text"/>	
	<p><b>DX Number</b></p> <input type="text"/>	
	<p><b>URL</b></p> <input type="text"/>	
	<p><b>Email Address</b></p> <input type="text"/>	
<p><b>Related Party (eg. Trading As)</b> <a href="#">Add</a></p>	<p><b>Legal Representative</b></p> <p><b>Law firm</b></p> <input type="text"/>	
<p><b>Address Details</b></p> <p><b>Address Line 1 *</b></p> <input type="text"/>	<p><b>Aliases</b> <a href="#">Add</a></p>	
<p><b>Address Line 2</b></p> <input type="text"/>		
<p><b>Address Line 3</b></p> <input type="text"/>		
<p><b>Suburb *</b></p> <input type="text"/>		
<p><b>State *</b></p> <input type="text"/>		
<p><b>Postcode *</b></p> <input type="text"/>		

[Save](#) [Cancel](#)

### 5.3.1.2 Name Details

The fields displayed in the **Name Details** pane will depend on the type of sender chosen.

If you selected your name or **Individual** from the Sender type window, you will need to provide both a First and Last name, and can also include a title.

**Name Details**

**Title**

 **First Name \*** | **Last Name \*** ||  | Brett | Sample |



If you selected **Organisation** you will need to provide the name of the organisation.

**Name Details**

**Organisation \***



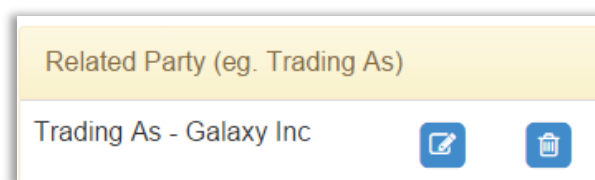
### 5.3.1.3 Related Party Details

Participants to a Final Notice may also have a related party (one only). Once a Related party has been added, you can Edit the details by  clicking the edit icon, or remove the related party by clicking the  delete icon.



Examples of related parties are:

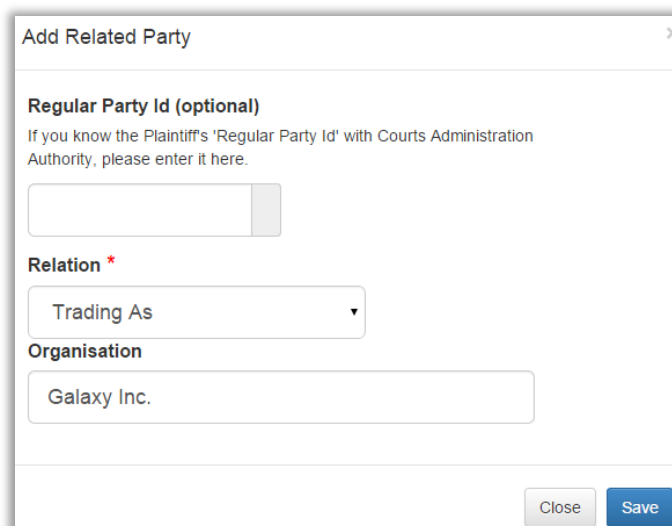
- Trading As
- Guardian
- Licencee

When adding a related party you must enter either a First and Last Name or an Organisation name. If known, you can also use the Related Parties Party ID.



Related Party (eg. Trading As)

Trading As - Galaxy Inc  



Add Related Party

**Regular Party Id (optional)**  
If you know the Plaintiff's 'Regular Party Id' with Courts Administration Authority, please enter it here.

**Relation \***  
Trading As

**Organisation**  
Galaxy Inc.

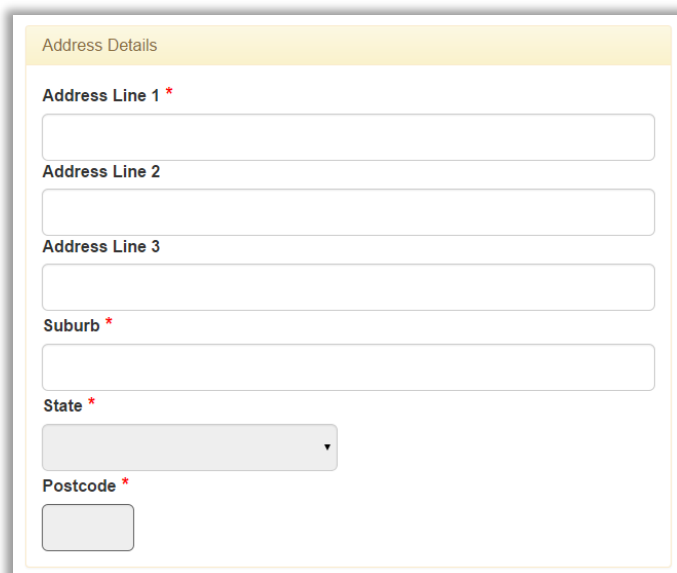
### 5.3.1.4 Address Details

The **Address Details** pane is used to record the address of the Sender.

**Address Line 1** and the **Suburb** field are both required.

As you begin typing in the **Suburb** field, an auto-complete box will appear with valid Suburbs that match the data you have provided.

When you select a **Suburb** from the auto-complete box, the **State** and **Postcode** information will be automatically entered for you.



Address Details

**Address Line 1 \***

**Address Line 2**

**Address Line 3**

**Suburb \***

**State \***

**Postcode \***





#### 5.3.1.5 Contact Details

The **Contact Details** pane can be used to record additional contact information for both Senders and Recipients. This additional information will be printed on Notices generated by Registry Online.

The Contact Details form is a vertical panel with a yellow header. It contains six input fields, each with a label to its left: Phone Number, Fax Number, Mobile Number, DX Number, URL, and Email Address.

#### 5.3.1.6 Legal Representative

If you are a member or delegate of a Law firm, you can select the Law Firm from the Legal Representative Pane.

If the Method of service for a Defendant will be Solicitor you must detail the Law Firm here on the Plaintiff's detail screen.

The Legal Representative form is a vertical panel with a yellow header. It contains a single dropdown menu labeled 'Law firm'.

#### 5.3.1.7 Aliases

If the Plaintiff has a known alias this information can also be recorded and will appear on the Claim prepared.

To add an Alias, click the **Add** link which will show an **Add Alias** window. Enter both a First and Last Name and click the **Save** button.

The Aliases form is a horizontal panel with a yellow header. It contains a text input field with the placeholder 'John Sample' and a blue 'Add' button with a trash icon.

An Alias can be removed by clicking the  delete icon and confirming the deletion.

#### 5.3.1.8 Add a Defendant

To add a Defendant, click the **Add Defendant** button.

The **Select which type of Defendant you would like to create** window will appear.

**Individual:** if your claim is against an individual.

**Organisation:** if your claim is against an organisation.

The window titled 'Select which type of Defendant you would like to create.' contains two radio buttons: 'Individual' and 'Organisation'. At the bottom right are 'Create' and 'Cancel' buttons.

After you have selected the type of Recipient, click the **Create** button.



The Defendants details page will appear. All required fields need to be completed before the Defendant record can be saved. The Defendants page looks and functions in a similar manner as the Plaintiff page as described above, however each Defendant must include a **Delivery Method**.

The Delivery Method details how the claim is to be served on the Defendant, the available options are:

- Organise delivery myself - This option should only be selected by general public users. If selected, the general public user is responsible for the service of the document on the defendant.
- Solicitor to deliver - This option should only be selected by solicitors. If selected, the solicitor is then responsible for the service of the document on the defendant.
- Posted by Courts Administration Authority - When this option is selected the Court will serve (by post) the document on the defendant(s).

A screenshot of the 'Delivery Method' dropdown menu. The title 'Delivery Method' is in a yellow header bar. Below it is a white dropdown box with a downward arrow on the right side.

#### 5.4 The Fees Page

The Fees page allows you to add additional fees related to service (e.g. interstate service, company search fees), Solicitor Fee (only if served by a Solicitor) and an external reference number which corresponds to your internal records.

A screenshot of the 'Fees' page in the Registry Online Manual. At the top, there is a progress bar with four steps: 1 Amount, 2 Manage Participants, 3 Fees (current step), and 4 Summary. The main content area is divided into two sections. The left section, titled 'External Reference', contains a text input field. Below it, the 'Other Service Fees' section includes a note: 'Some costs can be claimed (eg interstate service, company search fee, etc). Please note you will have to produce a receipt for the amount claimed.' There are two input fields for fees, each with a '\$' symbol. The right section, titled 'Claim Summary', shows a list of claim details: Claim Amount \$25,000.00, Type Debt, Plaintiffs(1) Brett Sample, Defendants(1) Jane Jones, Fees Lodgement \$131.00. At the bottom left, there are 'Save' and 'Next' buttons.

The Fees page may also show two additional checkboxes depending on the data entered.

<b>External Reference</b>	Enter your reference number. This can be letters, numbers or both (if applicable).
<b>Other Service Fees</b>	An Other Service Fee amount can be added if the Plaintiff incurred additional costs in the service of the Claim, this includes fees such as Interstate Service and Company Search fees.



## Solicitor Fee

The Solicitors Fee field is only available for use by the Legal Profession. This fee covers the amount charged by the lawyer but is capped by the Scale of Fees.

After entering any additional fees, click **Next** to review the Claim before finalisation.

## 5.5 The Summary Page

The **Summary** page provides an overview of the Claim and allows you to review the details of the Claim before finalisation and payment. The summary screen shows the Amount, the Fees, the Plaintiff(s), the Defendant(s) and the Reason.

1 Amount 2 Manage Participants 3 Fees 4 Summary

Please confirm the Claim details below.  
If you need to modify any data, please use the work flow steps above to jump back to the appropriate page.  
Once you are satisfied the details are correct, you can either finalise and pay for this Claim using the **Finalise and Pay** button or if you have another action to perform before payment, click on **Finalise and Continue**.

Claim No : 2

**Claim Details**

Amount	\$25,000.00
Other Service Fee	

**Court Fees**

Lodgement Fee	\$131.00
<b>Total Claim Amount</b>	<b>\$25,131.00</b>

**Plaintiff(s)**

Brett Sample  
10 Nort St, HACKHAM SA 5163 AUSTRALIA

**Defendant(s)**

Jane Jones  
10 First Ave, ADELAIDE SA 5000 AUSTRALIA  
Delivery Method : Posted by Courts Administration Authority for you.

**Reason for Claim**

Example Reason for Claim Defendant did not pay for land survey work performed at lot 112213 at Paradise conducted in June 2014.

Finalise and proceed to Payment Finalise and continue

To correct any errors click on the **Amount**, **Manage Participants** or **Fees** steps in the workflow.

**Finalise and proceed to Payment** – Finalise and pay for this Claim now, this will take you to the **Payments View** page to complete the payment.

**Finalise and Continue** – Finalise this Claim but perform other actions within Registry Online before paying for them as a bundle.

The Payment process is detailed in *Section 6 – Payment*.

**Note:** The Claim will not be generated until payment has been made.



Once the fee for the Claim has been paid, you will receive one (1) email which contains a copy of the receipt. The Claim will then be processed which will take approximately 1 business day. Once the Claim has been processed, you will receive an email containing the Claim itself. This can then be printed and served if you are serving the Claim.

You can always come back and retrieve a copy of the Receipt or Claim if you misplace the emailed version, see section 5.9 View Complete Claims for more detail.

## 5.6 Promote a Final Notice of Claim to a Minor/General Civil Claim

If you prepared your Final Notice through the Registry Online system and the recipient hasn't made any attempt to pay the outstanding amount or seek mediation and 21 days have passed since you served the Final Notice, you may promote that Final Notice to a Claim.

From the signed in **Home** screen or Registry Online, you can click **Promote existing Final Notice to Claim** to display the **Generate General or Minor Civil Claim from Final Notice** page.

### Promote to Claim

Copy the details from an existing Final Notice to a Minor Civil or General Claim.

[Promote existing Final Notice to Claim](#)

This page shows a list of your completed Final Notices that are at least 21 days old.

### Generate General or Minor Civil Claim from Final Notice


This function will copy all claim and participant details from the Final Notice to the new General or Minor Civil Claim.

10 records per page

Claim No	Amount	Participants	Created By
2	\$5,000.00	Plaintiff(s) : Brett Sample Defendant(s) : John Jones	Sample, Brett

Showing 1 to 1 of 1 entries

[← Previous](#) [1](#) [Next →](#)

By clicking on the  promote icon, Registry Online will copy the details from your Final Notice into a Claim and you will begin at step 1 of the Claim process.

**Note:** You will need to edit each Defendant and specify a **Method of Service**

## 5.7 Bulk Lodgement

If you process a large number of claims, you can apply to use our **Bulk Lodgement** facility. This Bulk Lodgement feature allows you to upload a correct formed XML file to our site which contains multiple claims.

To apply for Bulk Lodgement, please contact the Courts via email at [enquiry@courts.sa.gov.au](mailto:enquiry@courts.sa.gov.au). The Court will provide a copy of the XSD Schema and will assist in testing files your system generates. We will also apply the Bulk Lodgement role to your user. Once the new role is applied, you will see the Bulk Lodgement option listed as one of the actions you can perform.



The Courts Administration Authority's Registry Online enable's easy access to a number of online court functions.

Please select which service you would like to use

### Final Notice

By law, you must give the party you intend to sue at least 21 days notice of your intention to sue. [more](#)

...

[Start A New Final Notice](#)

### Minor Civil / General Claim

(Form 3) A Minor Civil Claim is a dispute involving amounts of \$25,000 or less. [more](#) ...

(Form 2) A General Claim is an action where the amount claimed lies between \$25,000.01 and \$100,000.00 and is lodged on a Form 2. [more](#) ...

[Start A New Minor Civil or General Claim](#)

### Promote to Claim

Copy the details from an existing Final Notice to a Minor Civil or General Claim.

[Promote existing Final Notice to Claim](#)

### Bulk Lodgement

This facility is for high volume users. For information on how you can gain access to the bulk lodgement system please send an email to [enquiry@courts.sa.gov.au](mailto:enquiry@courts.sa.gov.au)

[Start Bulk Lodgement](#)

To perform a Bulk Lodgement, click the **Start Bulk Lodgement** link. The **Bulk Lodgement** page will appear.

This function allows the user to upload an xml file containing General and Minor Civil Claims.  
**Note:** You can upload a maximum of 100 claims per file.

No file selected...

[Browse](#)

[Preview](#)

Click **Browse** to select the correctly formed XML file on your machine.

After you have selected the file to upload, click **Preview** to view the individual claims with the file.



Amount	Document Type	Claim Type	Participants	External Reference
\$5831.51	Debt	Minor Civil Claim	ABC CAPITAL FINANCE AUSTRALIA PTY LTD vs John JONES	abc123
\$7714.07	Debt	Minor Civil Claim	DEFINITE FINANCE AUSTRALIA PTY LTD vs Jane JONES	abc124
\$2567.81	Debt	Minor Civil Claim	DEFINITE FINANCE AUSTRALIA PTY LTD vs Jacob JONES	ABC125

[Upload](#) [Cancel](#)

If the summary shows any incorrect information, click the **Cancel** button. If all information looks correct, click **Upload**.

After clicking **Upload** the **Forms Awaiting Payment** window will appear, a success message will display and you can then select which claims you wish to pay. Note, this page will list all claims awaiting payment, not just those loaded in the Bulk Lodgement file.

**Success** - Bulk Lodgement file uploaded successfully. ×

### Forms awaiting Payment

To make a payment, please select the Final Notice/s and Claim/s and then continue to make a payment.

Search:  100 records per page

Document Type	Participants	Fees	Created	Selected
6 Minor Civil Claim	<b>Amount :</b> \$2,567.81 <b>Plaintiff(s) :</b> ABC CAPITAL FINANCE AUSTRALIA PTY LTD <b>Defendant(s) :</b> Jacob JONES	\$131.00	12/06/2015	<input type="checkbox"/>
5 Minor Civil Claim	<b>Amount :</b> \$7,714.07 <b>Plaintiff(s) :</b> DEFINITE FINANCE AUSTRALIA PTY LTD <b>Defendant(s) :</b> Jane JONES	\$131.00	12/06/2015	<input type="checkbox"/>
4 Minor Civil Claim	<b>Amount :</b> \$5,831.51 <b>Plaintiff(s) :</b> ABC CAPITAL FINANCE AUSTRALIA PTY LTD <b>Defendant(s) :</b> John JONES	\$131.00	12/06/2015	<input type="checkbox"/>
Total:		\$0		

Showing 1 to 3 of 3 entries

[Continue to Payment](#) Select All Deselect All

Please note: You can select upto a **maximum of 100** Final Notice/s or Claim/s to pay in one transaction.

Select the Claims you wish to pay and click **Continue to Payment**. The Payment process is detailed in *Section 6 - Payment*



## 5.8 Viewing Draft Claims

Any Claim you create begins as a Draft until you have completed all of the details and performed a payment. You will be able to view all Draft notices by clicking on **Drafts** in the left hand navigation. The **Draft Forms View** appears and you can see all draft documents, both Final Notices and Claims that are in progress.

### Forms In Progress

All Claims and Final Notices which are available to be modified.

Search:

10 records per page

Amount	Document Type	Participants	Status	Created	
\$5,000.00	Final Notice	Sender(s) : Brett Sample Recipient(s) : John Jones	Draft	07/05/2015	

Showing 1 to 1 of 1 entries

← Previous 1 Next →

From this window you can view a summary of all forms, edit or delete a draft form, as well as sort or search the drafts listed.

**Edit** – If you click on the Edit icon you will be taken to step 1 of the workflow for a Claim. You can then work your way through the form using the same workflow as when creating a new Claim.

**Delete** – If you click the Delete icon you will be asked for confirmation to delete the draft Claim. If you click **Ok** this draft Final Notice will be deleted from the system.

## 5.9 View Completed Claims

Once the fee has been paid for the Claim, you have received your receipt by email and the claim has been processed by the Courts, you can view it as a completed notice. Clicking on **Completed** in the left hand navigation pane will display the **Forms History View**.

### Forms History

All final notices and claims completed by you or any organisation you are a delegate for. Below you can download corresponding documents at anytime.

Search:

10 records per page

Claim No	Amount	Document Type	Participants	Fees	Created	CreatedBy	
1	\$5,000.00	Final Notice	Sender(s) : Sample Inc Recipient(s) : Jane Jones	\$14.00	08/05/2015	Sample, Brett	


Showing 1 to 1 of 1 entries

← Previous 1 Next →





From this view you can download a copy of both the Receipt and the Final Notice or Claim generated.

Both are available as a PDF, the first  download icon allows you to download the Final Notice or Claim and the second allows you to download the Receipt associated with this form.



## 6 Payment

Payments through Registry Online can be made via Credit Card or through Direct Debit if you have provided your Direct Debit Authorisation form to the court.

You can access the **Payments View** page by either selecting **Finalise and proceed to Payment** after generating a Final Notice or Claim, or by selecting the **Awaiting Payment** link in the primary menu.

### Forms awaiting Payment

To make a payment, please select the Final Notice/s and Claim/s and then continue to make a payment.

Search:

10 records per page

	Document Type	Participants	Fees	Created	Selected
1	Final Notice	Amount : \$5,000.00 Sender(s) : Sample Inc Recipient(s) : Jane Jones	\$14.00	08/05/2015	<input type="checkbox"/>
Total:			\$0		

Showing 1 to 1 of 1 entries

← Previous

1

Next →

Continue to Payment

Please note: You can select upto a maximum of 100 Final Notice/s or Claim/s to pay in one transaction.

This page shows any forms that have been completed but not yet paid for. This view allows you to sort, filter and search through the records.

First you must select which forms you wish to pay for. You can either select an individual form by selecting the checkbox to the right of the form, or you can use the **Select All** button to immediately select all forms. As you select forms to pay, the **Total** amount will update to show the total amount that will be charged.

**Note:** you can only pay for a maximum of 100 forms in a single transaction.



After selecting the forms you wish to pay for, click the **Continue to Payment** button which will update the **Payments View** to show a summary of your purchase and request payment details.



Quantity	Claim Type	Fees
1	Final Notice	\$14.00
Total: \$14.00 inc GST		

Pay on behalf of.

☒ Brett Sample , AUSTRALIA

☐ Other

Method of Payment

Pay By ☒ Credit Card  

Card Number \*      Expiry Date \*      CVV \*

Card Holders Name \*

Name \*

Address \*

Confirm the details in the summary section, if any details are incorrect, click **Awaiting Payment** in the menu to reselect the forms to pay.

## 6.1 Pay on behalf of

The **Pay on behalf of** pane, allows you to specify if you are paying for this transaction yourself, or on behalf of another organisation. If you are a delegate of an organisation (e.g. part of a law firm, or a debt collection agency working for a law firm), the Organisation name will appear in this section. Selecting the Organisation name will allow you to pay for the transaction using their payment details. *See section 7 Organisations and Delegates for more information.*

If you select **Other**, the **Name** and **Address** information in the **Method of Payment** pane will be cleared, and you will need to supply this information yourself.

## 6.2 Method of Payment

Registry Online accepts:

- Credit Card
- Direct Debit



If you have supplied your Direct Debit Authorisation to the Courts, you will see both options, else you will only see **Credit Card**

The screenshot shows a 'Method of Payment' form with a yellow header. Below the header, there are two radio buttons: 'Credit Card' (selected) and 'Direct Debit'. The 'Credit Card' option has icons for VISA and Mastercard. The form contains several input fields: 'Card Number' (with a sample number 1807 0100 4007 8800), 'Expiry Date' (with a sample date 05/17), 'CVV' (with a sample number 100), 'Card Holders Name' (with a sample name Brett Sample), 'Name' (with a sample name Brett Sample), and 'Address' (with a sample address 10 North Tce, ADELAIDE SA 5000 AUSTRALIA). At the bottom, there are two buttons: 'Complete Payment' (blue) and 'Cancel' (grey).

#### 6.2.1.1 Credit Card

You will need to provide appropriate Credit Card information:

**Card Number** Your Credit Card number. The system will automatically put spaces between each 4 digits.

**Expiry Date** Enter the Expiry date from the front of the card.

**CCV** The 3 digit security number on the back of your card.

**Card Holders Name** Enter the Name of the Card Holder as displayed on the front of the card.

#### 6.2.1.2 Direct Debit

If the Courts has approved your Direct Debit Authorisation, you will be able to select **Direct Debit** as a payment method. Once selected, the payment screen will be updated to show your direct debit information. Note, this information cannot be changed at payment time, if any of the details are incorrect, you will need to complete a new Direct Debit Authorisation form and submit to the Courts.

### 6.3 Completing Payment

Once you have provided the required payment information, click **Complete Payment** to securely make your payment. Registry Online will use the State Government secure payment gateway to conduct the financial transaction.

The **Payments Summary** page will display confirmation of the payment and provide you with a Receipt Number. A copy of the Receipt will also be emailed to you with the title **Payment Receipt**.



Quantity	Claim Type	Fees
1	Final Notice	\$14.00
Total: \$14.00 inc GST		
Courts Administration Authority has performed a Credit Card Payment.		
On Behalf of		Brett Sample
		AUSTRALIA
Receipt Number		BZ-0027039779
Status		TRANSACTION APPROVED
Receipt Email To		ccs.court@sa.gov.au

If you paid for a Final Notice, a copy of the Final notice will also be emailed to you with the title **Final Notice**. Claims take approximately 24 hours to process and once finalised will also be emailed to you.



## 7 Organisations and Delegates

Registry Online allows you to group a number of users together within a single organisational structure. This allows you to share Final Notice and Claim information across staff within your organisation, and allows you to share Direct Debit information minimising the data to be entered when using the system.

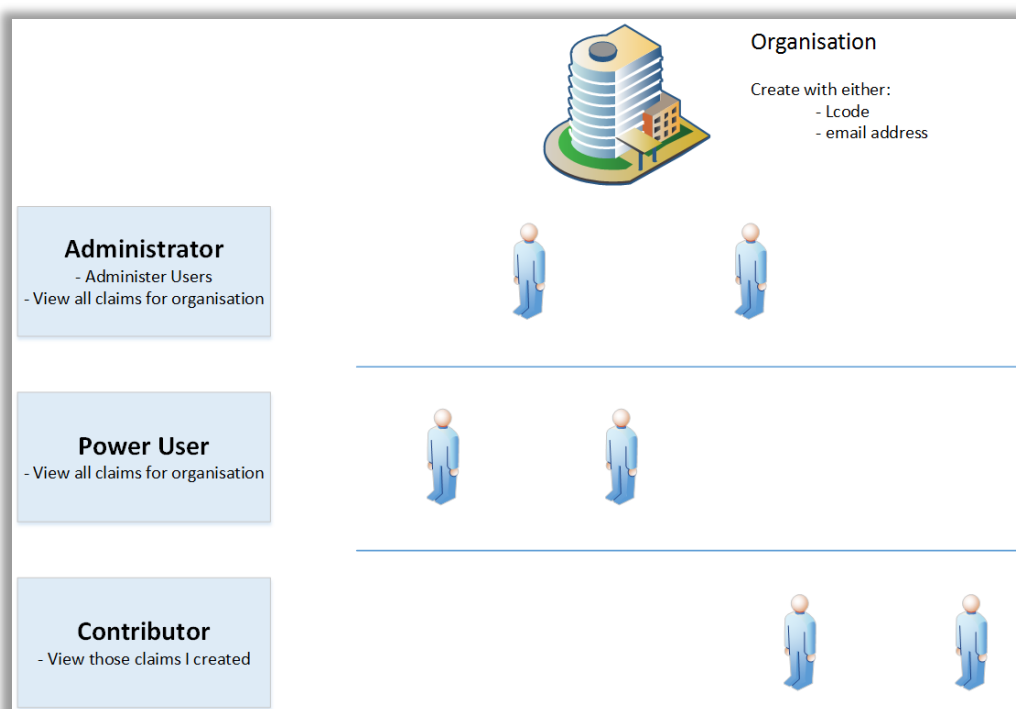
An organisation can include a delegate from both within your organisation, lawyers and clerks within a firm, and outside users such as a Debt Collector working on your behalf.

Delegates can be created with one of the following roles:

<b>Administrator</b>	Can lodge claims on behalf of your organisation, is authorised to pay for claims by your organisations Payment option, can view ALL claims within your organisation and can add or remove delegates for your organisation.
<b>Power User</b>	Can lodge claims on behalf of your organisation, is authorised to pay for claims by your organisations Payment option and can view ALL claims within your organisation
<b>Contributor</b>	Can lodge claims on behalf of your organisation, is authorised to pay for claims by your organisations Payment option and can ONLY view claims they have created

When adding a delegate to your organisation, you can elect to automatically receive email notifications when the delegate lodges a claim on behalf of your organisation

The following diagram illustrates the Organisation and Delegate structure within Registry Online.






## 7.1 Creating an Organisation

A Registry Online user can create only one (1) organisation but can be a delegate for multiple organisations.

Before creating an Organisation you must first be registered and logged into the system. Access your profile through the **My Profile** link. From the Profile page you access your Personal Information, Delegate Information and Organisation information.

The screenshot shows the 'My Profile' page with three main sections:

- Personal Information:** View or Update name, contact details, payment details and password.
- You are a Delegate Of (0) Organisation:** List all Organisations you are delegate for. A **DELEGATE** icon is shown. A **Please Note:** In order to lodge claims on behalf of an Organisation, please contact the administrator of the desired Organisation and request them to sign into Registry Online and add you as a **Delegate**. From thereon you will be able to lodge claims on behalf of the organisation. You can be a delegate of **multiple** organisations.
- Setup New Organisation:** Setting up a new organisation has several benefits:
  - Authorise other Registry Online users to be **delegates**. As delegates, they can lodge claims **on behalf** of your Organisation.
  - View & download claim documents for all historical claims lodged for your Organisation.
  - Setup direct debit payment details for your Organisation.

1. Click **Setup New Organisation**. The **Setup New Organisation** window appears.
2. If your Organisation has an LCode or Regular Party ID, enter this in the first field and hit the **Tab** key. The system will check the data entered and if found, will show the Name of the organisation and a Success icon .
3. Enter an Email address which can be used to receive notifications when an organisation delegate generates a claim on your organisations behalf.

The 'Setup New Organisation' form contains the following fields and a button:

- LCode or Regular Party Id (optional):** A text field with a note: 'If you deal with the Courts Administration Authority often and have 'Regular Party Id' or a 'LCode' please enter it here. Pleaes note: If your 'Regular Party' is **fee exempt** you **MUST** enter your regular party id here to be considered for fee exemption.'
- Organisation Name \***: A required text field.
- Email \***: A required text field.
- Phone Number**: A text field.
- Create**: A blue button to submit the form.



4. Enter a Phone number

5. Click **Create**

The system will create the new organisation and make you an Administrator. The system will also return you to the My Profile Page.

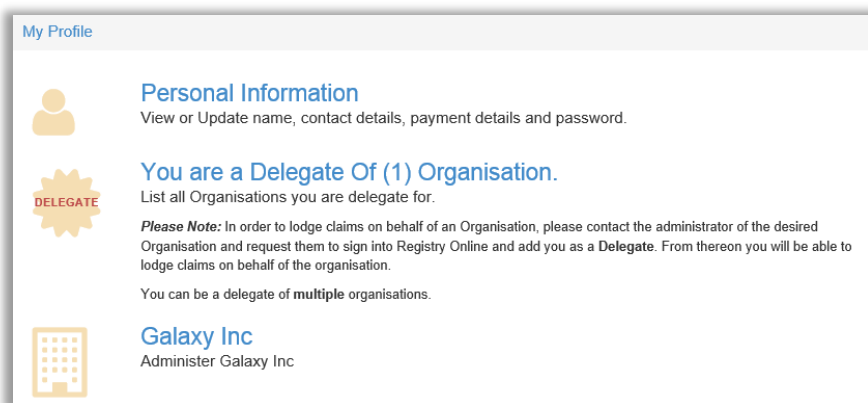
## 7.2 Managing your Organisation

Once your Organisation has been created, you can access your organisations details through your **My Profile** page.

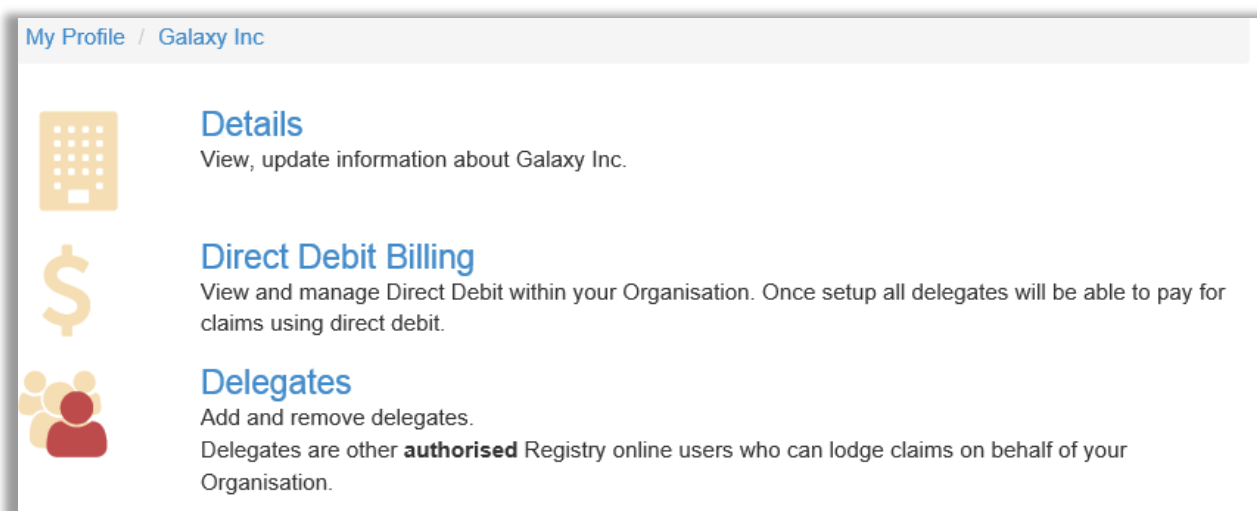
Your profile page shows that you are now the Delegate of 1 Organisation (you are the Administrator of Galaxy Inc) and that you have created an organisation, **Galaxy Inc**.

As the Administrator of an organisation, you can:

- change the Organisations contact information
- Apply for Direct Debit, and see your direct debit details if approved with the Courts
- Manage Delegates



These options are all available from the **Organisation Administration** screen which can be accessed by clicking on your Organisations name.







### 7.2.1 Organisation Details

The **Details** link allows you to define contact information for your organisation.

To edit the details, simply click on the **Edit Organisation Details** link.

**Galaxy Inc**

Basic Information	
Name	Galaxy Inc
Website	

Contact Details	
Email	info@galaxyinc.com.au
Phone Number	
Fax Number	
DX Number	
Address Line 1	
Address Line 2	
Address Line 3	
State	
Suburb	
Postcode	

[Edit Organisation Details](#)

### 7.2.2 Direct Debit

Your organisation can apply to pay fees via Direct Debit instead of via Credit Card. To setup your organisations Direct Debit details, you must first download and complete the **Direct Debit Request** form. Click on the **Direct Debit Billing** link and Within the Direct Debit pane, click on **Click Here** to access the form.

Once your Direct Debit facility is created, this link will show your Direct Debit details.

**Direct Debit Details : Galaxy Inc**

Bank Details	
BSB	035050
Account No	123456789
Account Name	Galaxy Incorporated

### 7.2.3 Managing Delegates

A delegate is another Registry Online user who you authorise to lodge and pay for actions under your organisation's name. These delegates may be employees of your organisation, or could be external bodies such as a Debt Collector.

Click on the **Delegates** link from your **Organisation Administration** screen, this will show a list of all delegates currently associated with your organisation.



My Profile / Galaxy Inc / Delegates

Add Delegate

Delegates

Search:

10 records per page

Email	Name	Role	Claims Lodged	Last Claim	Remove
sample.brett@galaxyinc.com.au	Sample, Brett	Administrator	0		
power.user@galaxyinc.com.au	User, Power	Power User	0		
sample.contributor@galaxyinc.com.au	Sample, Contributor	Contributor	0		

Showing 1 to 3 of 3 entries

Note: All Delegates are authorised to use your direct debit details (if any) and can pay for claims.

← Previous 1 Next →

**Note:** Each organisation must have at least one (1) administrator.

The Delegates view shows a list of current delegates, their email, name, role, number of claims lodged and the date of their last claim.

You can remove a delegate from your organisation by clicking the Delete icon and then confirming the deletion.

Before you can add a delegate, the delegate MUST first create a separate Registry Online account, and provide you with the email address they used.

You can then add a delegate by clicking the **Add Delegate** button.

1. Enter the email address provided to you by the delegate
2. Select their Role:
  - a. Contributor
  - b. Power User
  - c. Administrator

The roles were explained above.

3. If you wish to receive an email notification when this delegate lodges a claim on behalf of your organisation, tick the **Receive Notification** checkbox.

4. Click **Save**.

The delegate will be added to your organisation, you will be returned to your list

Add Delegate

Email \*

Role \*

☐ Contributor

- can lodge claims on behalf of your Organisation
- is authorised to pay for claims by your Organisation Payment Options
- can **ONLY view claims** created by themselves for your Organisation

☐ Power User

- can lodge claims on your Organisation behalf
- is authorised to pay for claims by your Organisation Payment Options
- can **view ALL claims** within your Organisation

☐ Administrator

- can lodge claims on your Organisation behalf
- is authorised to pay for claims by your Organisation Payment Options
- can **view ALL claims** within your Organisation
- can Add or Remove other delegate users within your Organisation

**Receive Notification**

☐ By ticking this box you are automatically subscribed to receive email notifications when this delegate lodges claims on your Organisation behalf.

Close Save



of delegates with this new delegate added. The delegate can now create Claims on behalf of your organisation, and when paying for those Claims, can use your Organisation's Direct Debit facility.



## 8 Frequently Asked Questions

### **What is a Sender?**

A sender is “Someone who prepares a Final Notice against someone, informing them of their intention to sue”

The sender is the person(s) that issues a Final Notice for a monetary amount.

### **What is a Plaintiff?**

A plaintiff is “Someone who makes a legal complaint against someone else in court”

The plaintiff is the person that issues the claim for a monetary amount.

### **What is a Defendant?**

A defendant is “A person, company, etc. against who a claim or charge is brought in a court”

The defendant is the person that owes the monetary amount.

### **What is a Final Notice?**

A Final Notice is a warning to a party that a claim is about to be made against them. The Final Notice tells the recipient to pay you the amount you are asking for or you will begin formal legal action to recover the money. A Final Notice can encourage an end to the dispute. The recipient has 21 days from receipt of the Final Notice to respond to you, in which time they may:

- pay the money that you claim you are owed
- negotiate with you to come to an arrangement
- ask to go to mediation (this is only available where Form 1A has been purchased from the Court and served)
- ignore the notice

If the other party replies and agrees to pay the money, or you are able to negotiate an agreement, you do not need to proceed any further in court. If the other party replies but does not want to pay you the money and you wish to pursue the matter, you have the option of:

- proceeding to mediation if both parties agree; or
- lodging a claim.

It is important that you wait 21 days before making a formal claim. If you don't wait 21 days and your claim is eventually successful, you may not be able to recover your costs from the other party.

### **What is a Minor Civil Claim?**



Making a claim is when you begin formal legal action against the other party. A Minor Civil Claim, includes recovering debts of up to \$25,000. These matters are dealt with minimal formality and the parties involved are not entitled to legal representation except in special circumstances. Minor civil claims are lodged on a form 3.

When you lodge a claim, the claim is given an action number. This number helps the court identify your case. If you go into the registry or make a telephone enquiry you will need to quote the action number. Please also note it on any correspondence or documents you lodge with the court in connection with your case.

If you wish to serve the claim yourself you must fill out the form called the “Proof of Service” on the back of one copy of the claim. This copy must be filed with the Court Registry.

A “multilingual notice” Form 17 must be attached to the claim. It is included in case the defendant does not understand English very well.

### **What is a General Claim?**

The Civil (General Claims) Division of the Magistrates Court deals with claims of \$25,001 up to \$100,000. The types of claims that will be dealt with by this court includes contractual disputes, debt and personal injury. General Claims are lodged on a form 2.

A “multilingual notice” Form 17 must be attached to the claim. It is included in case the defendant does not understand English very well.

### *What happens next?*

Upon serving a claim on the defendant, you must allow 21 days (23 days allowing for postage) for a response before you can commence any further action in the court. There are several courses of action to consider:-

- The defendant pays the amount claimed;
- Both parties agree to settle out of court for some other amount;
- The defendant consents to judgment
- The defendant defends the claim;
- The defendant defends the claim and lodges a counterclaim;
- Defend the claim and lodge a third party claim
- If 21 days is up with no response, you may Register Judgment on the defendant.

What happens if I don’t hear back from the person I am suing?

If you do not get a response from the defendant, you may attend the Magistrates Court to register judgment against the defendant. If you do this the defendant will have a judgment recorded against them which may affect their credit rating. Once judgment is registered, you may also wish to take further action. This is called enforcement of the judgment. There may be court fees to be paid in connection with any enforcement activity you take. These fees are added to the judgment debt and are recoverable from the judgment debtor. For more information visit [www.courts.sa.gov.au](http://www.courts.sa.gov.au) or attend at



any Magistrates Court Registry to speak to the friendly staff there about what types of enforcement processes are available for you to consider.

### **What happens if a defence is lodged by the defendant?**

The other party has 21 days in which to file a defence with the Magistrates Court if they feel they do not owe the debt you are seeking or want to contest the matter.

If a defence is lodged by the other party the matter will be referred to either the Registrar of the Court or a Magistrate who will either set the matter down for a directions hearing, a mediation or for expert appraisal. You will be advised by the court of the date and time of the hearing.

### **What computer hardware and software are required?**

Registry Online is a modern web application which requires a contemporary browser. We recommend the following:

- Internet Explorer 10+
- Mozilla Firefox 37+
- Google Chrome 42+

Although we have not tested other browsers i.e. Safari, we are not aware of any issues.

An email address and client. Your email address is used as your username and both receipts and forms are emailed to your registered email address.

A Portable Document Format (PDF) reader. Receipts and forms are presented in PDF, Adobe Acrobat Reader is available from <https://get.adobe.com/reader/>.

### **Will my password expire?**

No, your password does not expire. Your password must meet complexity rules:

- Be at least 8 characters long
- Contain at least one non-alphanumeric character

If there are three failed sign-in attempts in a row, your account will be locked and you will need to contact the Courts to unlock your account.

If you forget your password, you can use the 'Forgot my Password' link to reset it.